

PROGRAM REPORT

July 1, 2012 - June 30, 2013



The **WORKFORCE INVESTMENT BOARD**
will enrich the quality of life in Gloucester County
through economic opportunity.

2012 - 2013 BOARD OF CHOSEN FREEHOLDERS

Robert M. Damminger

Freeholder Director

Giuseppe (Joe) Chila

Deputy Freeholder Director

Heather Simmons

Freeholder Liaison

Lyman Barnes

Freeholder

Vincent H. Nestore Jr.

Freeholder

Adam J. Taliaferro

Freeholder

Larry Wallace

Freeholder

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The Workforce Investment Board is committed to active partnerships among business, government, and community-based organizations to promote continuous economic growth.

We provide access to quality education, training, and support services; and we assist businesses to develop more productive employees through programs and services accessible to people of all generations and ability.

MESSAGE FROM THE FREEHOLDER DIRECTOR



Robert M. Damminge

Workforce development, economic development, infrastructure and quality of life – these components unite to secure and retain jobs in a community. Job creation and retention are main priorities of the Gloucester County Board of Chosen Freeholders and we focus on each of these initiatives to ensure our county remains a first-class place to live and work.

In spite of several setbacks caused by Mother Nature and the Paulsboro train derailment, 2012 was a successful year for job growth and retention in Gloucester County. Through our Office of Economic Development, 602 new jobs were created with the arrival of new businesses and 500 jobs were retained as a result of the hard work of our Economic Development office and the county Workforce Investment Board. Both groups visited more than 80 local businesses to discuss financing options, offer training services and provide incentives to keep businesses in Gloucester County.

In 2012, the county received the National Award of Excellence by Expansion Solutions in the food processing category and was recognized as one of the top five areas in the nation for food processing and manufacturing. The announcement by Albert's Organics in Logan Township to expand by constructing a 70,000 square-foot facility, thereby retaining 140 jobs and adding more, confirms this well-deserved recognition.

The Freeholders recognize education as a foundation to a successful workforce; schools have been built for special needs and autistic students, the technical school and high school academy programs have been expanded and Gloucester County College has opened its University

Center for students who seek four-year degrees without leaving campus and strengthened its focus on Science, Technology, Engineering and Mathematics (STEM). The college's Division of Nursing and Allied Health serves more than 20 percent of the county college's student population and it continues to develop programs to meet the demand for employees in the ultrasound, nuclear medicine technology and nursing fields. For this reason, work is underway to construct a state-of-the-art Nursing and Allied Health building on the GCC campus and to renovate the existing health center for use as an industry training center.

In the late 1990s and early 2000s, significant progress was made to improve infrastructure and preserve land. These efforts will continue as the county embarks on several major federally funded road projects. In October, 2012, an \$18.5 million federal grant was awarded to improve the infrastructure of the region's rail lines and construct a line at the Port of Paulsboro. Continued construction at the Port of Paulsboro is guaranteed to generate jobs and entice business to that end of the county.

As we move ahead, Gloucester County will continue to strengthen the quality of its services to residents, thus enhancing the quality of life in an area that is "close to everything, far from it all."

Sincerely,

Robert M. Damminger

Freeholder Director

MESSAGE FROM THE FREEHOLDER LIAISON



Heather Simmons

Throughout 2012 and 2013, the Gloucester County Board of Chosen Freeholders and the Gloucester County Workforce Investment Board (WIB) have continued to focus on bringing employers and job seekers in the county together. The WIB hosted three Career Resource Events – one in October 2012 at Gloucester County College, one in March 2013 at Gloucester County College and a third event in May 2013 at Rowan University.

Unemployment in Gloucester County did decline slightly, from a high of 10.5% in June 2012 to 9.3% in June 2013, and the WIB's Career Resource Events played a part in that decline. Since 2009, approximately 115 out-of-work residents have been hired as a direct result of the Career Resource Events. While there is a downward trend in the County unemployment rate, there are still many residents searching for employment. The WIB will continue to plan future Career Resource Events to service both employers and job seekers throughout Gloucester County.

In addition to the actual Career Resource Events, the WIB also offers Career Workshops. The focus of these workshops, held in advance of the Career Resource Events, is to prepare job seekers to meet with employers. Workshops include resume' writing, interviewing skills, networking, and stress management. Personal one-on-one assistance is also available through the Gloucester County College Career and Academic Placement Center to allow job seekers to fine-tune their resumes' before they meet with an employer.

The Career Resource Events also provide residents with an opportunity to engage directly with county service organizations such as the County Library, Social Services, People for People and the One-Stop Career Center.

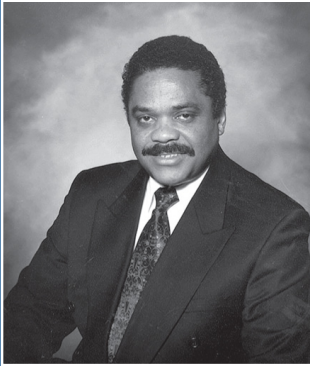
Through the efforts and coordination of the WIB, Gloucester County demonstrates a strong partnership with the business community, educational institutions and county service organizations to provide an outlet for county residents to gain employment or re-enter the job world. This partnership benefits the county, its businesses and its people.

Sincerely,

Heather Simmons

Freeholder Liaison

MESSAGE FROM THE WIB CHAIRMAN



Hosea Johnson

During this past year we have seen incremental and significant improvement in our national, state and local economies. The number of unemployed workers continues to steadily decline. The Gloucester County Workforce Investment Board acknowledges that a big part of future economic growth will mean improving our regional workforce and increasing the pool of candidates for today's jobs and the jobs of the future. It is a stated goal of the Gloucester County Workforce Investment Board that Gloucester County will continue to grow as a leader in research and development, a center for excellence and innovation, a renowned center of manufacturing competence and a leading engine of innovation, skills and workforce.

Workforce development is an essential component of community economic development in any economic climate, and certainly even more critical during the financial crises our nation has experienced in recent years. In Gloucester County we are finding innovative ways to improve worker skills and education and better match that training to the needs of business and industry in our communities.

While the perspectives of participants in Gloucester County's workforce development initiatives might vary, it's important to note that the core objective—economic growth—remains ultimately quite compatible. The comprehensive strategy of the Workforce Investment Board removes silos and creates synergies across the varied workforce development initiatives while still meeting individual, organizational and community needs.

In Gloucester County a comprehensive approach to workforce development means substantial employer engagement, deep community connections, career advancement, human service supports, industry-driven education and training, and a connective structure of networks. This requires the commitment of all the citizens of Gloucester County, including the public education system, parents, employers, higher education, workforce training programs, social service organizations, and political and private sector leaders. I salute all of you for your efforts to maintain and improve the quality of our communities.

The Department of Labor has sought to improve, standardize and certify the nation's workforce development initiatives. I extend my personal congratulations and 'Thank You' to the members of the Workforce Investment Board and the staff who have worked very hard for the successful certification of the Gloucester County Workforce Investment Board.

Sincerely,

Hosea Johnson, Chair

Gloucester County Workforce Investment Board

MESSAGE FROM THE WIB CHAIRMAN



Thomas Bianco

According to Wikipedia, a partnership is an arrangement in which parties agree to cooperate to advance their mutual interests. Ideally, partnerships stand to amplify mutual interests and success.

The Gloucester County Workforce Investment Board (WIB) and the One Stop Career Center have excellent relationships with the County Library System, the Community College, Community Based Organizations (CBO's) and state agencies. We recognize the value of each entity and the services each provide to the residents of Gloucester County. Each entity has representation on our Workforce Investment Board and sit on WIB committees appropriate to the population they serve.

The WIB is actively sustaining partnerships and developing new ones. Our partnerships begin in the One Stop Career Center— a great deal of progress has been made in the integration of services in our One Stop Career Center. This integration has focused primarily on the staff and services funded by WIA (Division of Workforce Development) and Wagner-Peyser (Employment Services). This means that One Stop staff is organized by function into work teams, regardless of the resources that fund those staff.

Existing relationships include:

Gloucester County Library System

The Gloucester County Library System has a collection of resources designed to help our residents obtain jobs and careers of their interests. The system has been referred to as the “One Stop after normal working hours”. The nickname came about as a result of the hours of operation,

including Saturday and Sunday. The service of the Library has a physical presence in the One-Stop. A representative participates in the job search workshops offered to the Work First NJ customers.

Gloucester County College

We have an excellent relationship with our Community College. This is demonstrated through the literacy services offered to the residents of Gloucester County, leveraging of Title II funds, their active participation in our Career Resource Events, and collaborating with the WIB and local employers in the development of training curriculum related to specific occupations.

Rowan University

Rowan University, located within our County, has been an excellent partner. When asked to speak at events or participate in a Career Event, they have always been available.

Community Based Organizations

Our Community Based organizations are members of our Workforce Investment Board and sit on committees that are appropriate for the services they deliver. Several CBO's are active with our special population groups and deliver services to them with the goal of employment and self-sufficiency.

New Jersey Talent Networks

Relationships have been established with the Transportation, Logistics & Distribution, Retail & Hospitality & Tourism, and Financial Services talent networks. The representatives from these Talent Networks have been on business retention visits and have become a valuable resource for the WIB and the companies. They have attended our most recent Career Events and connected with employers and job seekers. Relationships are still being developed with the remaining talent networks.

All of these partnerships provide excellent services and access points to the public seeking employment and career opportunities. We have made great efforts to have many doors in the community available to the job seeker. We have tried to establish partnerships with groups who are strategically located throughout the county as well as have the service provider be cognizant of the population being served.

Sincerely,

Thomas Bianco
Executive Director

STUDENT TRAINING ACHIEVEMENT RECOGNITION (STAR) AWARD



Left to Right: Tom Bianco, WIB Executive Director; Hosea Johnson, WIB Chair; Tareena Sloan, STAR Awardee & Dan Angelucci, One-Stop Operator

The Sharon Dutra Memorial Student Training Achievement Recognition (STAR) Award was presented to Tareena Sloan on September 19, 2013 at the annual Garden State Employment & Training Association Award Luncheon. Ms. Sloan was nominated by her One-Stop Career Center Employment Specialist, Terry Levins.

Ms. Sloan was receiving public assistance when interviewed by Ms. Levins. It was during the interview that Ms. Levins noticed that Tareena was in serious pain and she acknowledged to Terry that she did have a debilitating medical condition that required surgery. However, Tareena wanted to proceed with the interview and enroll in Certified Nurse's Aide (CNA) training as soon as possible. Ms. Levins assured Ms. Sloan that the funding for the CNA training would be available after her surgery. Ms. Sloan's surgery was a success, but she still convinced her surgeon that she be released early from his care so that she could start CNA training, thereby providing a better future for her family.

Tareena successfully completed her training and is currently working as a CNA at a senior facility. Ms. Sloan plans to continue her education and become a nurse.

PERFORMANCE REPORT

During the Program Year of 2012-2013, the Gloucester County Workforce Investment Board has met or exceeded its performance measures as set by the New Jersey Department of Labor and Workforce Development. The following statistics reflect services rendered to the residents of Gloucester County through the Gloucester County One-Stop Career Center during Program Year 2012 (July 1, 2012 through June 30, 2013).

The Gloucester County WIB used criteria established by the State Employment and Training Commission regarding skill level and competency guidelines to be used as a basis for the selection of skill training programs and competency curriculum in the local areas.

<u>ACTIVITY</u>	<u>NO SERVED</u>
Participants Served.....	25,164
Total WIA Served—Adult, Dislocated & Youth.....	4,770
Total WIA Exiters.....	3,824
* One-Stop Orientation.....	2,998
Job Search Assistance Workshops.....	4,340
GA Job Search Workshop	
Assessments.....	1,503
** Job Openings Received.....	2,435
Staff Assisted Services.....	4,203
Job Placements.....	689
Job Orders.....	902
DVRS.....	620
*** Tuition Waivers.....	105
*** Learning Link Participants.....	225
*** WIA ITA Training Grants.....	210
Obtained employment (training related).....	113

* This number decreased as a result of the State initiating a new method of orientating customers to the system.

** The implementation of On Ramp impacted this number, since employers can now register job vacancies online.

*** One-Stop counselors placed approximately 464 people collectively into WIA, WDP and GED/ABE sponsored training. An additional 298 people attended local community colleges through the tuition waiver program. Eligibility for this program has become more restrictive, therefore reducing the amount of waivers issued.

The table below indicates the Performance Measures of Adult, Dislocated Workers and Youth. These measures are based on the program Year July 1, 2012 to June 30, 2013 and are taken directly from the FutureWorks Performance Matters database, which is used by the State of New Jersey Department of Labor to measure performance. In order to pass a performance measure, the percentage achieved must be above 80%. As the table indicates, the Gloucester County One-Stop has passed or exceeded all of its measures.

	Local Workforce Investment Act Plan	Actual	% Achieved	Performance Measure
Adult Entered Employment	77.1%	90.8%	117.8%	Exceeds
Adult retention	78.4%	90.3%	115.2%	Exceeds
Adult Avg. Earnings	\$10,314	\$14,402	139.6%	Exceeds
DW Entered Employment	82.2%	80.3%	97.7%	Meeting
DW Retention	85.4%	91.3%	106.9%	Exceeds
DW Avg. Earnings	\$12,840	\$15,022	117.0%	Exceeds
Youth Placement	59%	64.9%	110.0%	Exceeds
Youth Attain Degree	59%	76.8%	130.2%	Exceeds
Literacy/Numeracy	45%	73.9%	164.2%	Exceeds

STANDING COMMITTEES AND STAFF

The members of the seven standing committees are entrusted with the responsibility of promoting the values and benefits of the Workforce Investment Board. It is their mission to build an educated and productive workforce in order to meet the workforce needs of Gloucester County. Actions of the individual committees are overseen by an Executive Committee which provides leadership in the development of policy recommendations and the promotion of the overall strategic workforce plan. The County Board of Chosen Freeholders relies heavily on those suggestions. Therefore, all actions taken on the committee level must be reported, and if necessary, action taken to allow the recommendations to occur.

Through the volunteer efforts of many individuals and the professionals on staff, the Workforce Investment Board has been able to provide quality education and training consistent with the changing needs of Gloucester County employers. Graduates of Workforce Investment Board programs are being trained in valuable life skills that make them productive members of society and gives them a sense of pride and accomplishment.



Thomas Bianco
Executive Director



Karen Dickel
Program Analyst



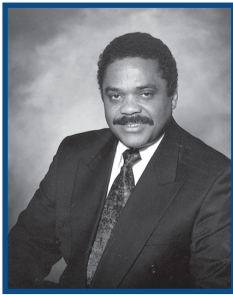
Bridget DiGiambattista
Support Staff



Eileen Gallo
Program Development Specialist

EXECUTIVE COMMITTEE

The Executive Committee provides the leadership in the development of policy recommendations and promotes the overall strategic workforce plan. Each committee chairperson reports to the Executive Committee. The Executive Committee votes on matters relating to policy, WIB committee activities, and votes on other actions as needed. The Executive Committee ensures the continuity of the committees' missions in workforce areas they develop, and adherence to the general mission of the Workforce Investment Board.



Hosea Johnson
Chairman



Kathy Farinaccio
Co-Chairwoman

APPRENTICESHIP & WORKFORCE DEVELOPMENT COMMITTEE

The mission of the committee is to support the development of a highly qualified work force that will successfully compete in the world's global economic arena. The task of this Committee is to work with employers and the education community to ensure that our future workforce is prepared to meet the needs of the employers.

The committee promotes the career ladder/career development process through life-long continuing education that will allow workers to achieve significantly beyond their entry level job title. The continuing education process will provide added value to the employer and improve products and services

Members of this committee represent the educational field, private employers and the skilled trades.



Ken Biddick
Chairman



Randee Davidson
Co-Chairwoman

COMMUNICATIONS/MARKETING COMMITTEE

This committee develops and implements WIB/One-Stop marketing strategies that communicate the activities, mission, goals, and achievements in conjunction with the New Jersey Labor & Workforce Development, the U. S. Department of Labor, and the County of Gloucester. Activities emanating through this committee include the development of annual reports, WIB newsletters to the business community, and email blasts regarding various events.

The WIB agrees that the workforce system is the “best kept secret” and the fact that most businesses know little about the services and processes. To address this problem the WIB acquired Constant Contact, an online marketing company which offers tools for email marketing, social media marketing, online surveys, and event marketing. This tool is used to announce and recruit for the Career Fairs, to announce new hiring incentive offerings to the business community, to gather information through surveys and to share our WIB newsletter.

This Committee encourages all WIB members to market the organization. To assist a member, if the opportunity to speak at a meeting presents itself, a generic presentation “WIB in a Box” was created. This presentation is on a “flash drive” and is tweaked according to the audience to whom it will be presented.



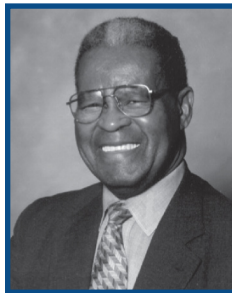
Kathy Farinaccio
Chairwoman



Michael Girone
Co-Chairman

COMMUNITY NEEDS ASSESSMENT COMMITTEE

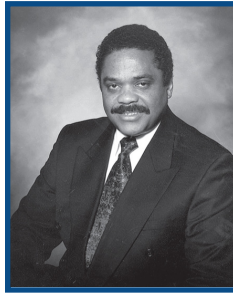
This committee reviews all workforce/community programs and services funded by the WIB, evaluates community needs for literacy as well as the community at large, and makes recommendations to the Executive Literacy Committee for planning and projects. The Committee oversaw the provision of Adult Literacy and One-Stop services to the inmates at the county jail. The committee instituted informational sessions there were held at the county jail in order to communicate the services that the One-Stop career center offered for the inmates. The population served by this committee also includes adults with disabilities who require services and support in their effort to enter the workforce. This committee also focuses on the status of public transportation within the county and makes recommendations vital to the workplace transportation needs of the community.



Dr. William King
Chairman

COORDINATION COMMITTEE

The Coordination Committee oversees a network of support agencies and systems that aid Gloucester County residents with their transition to employment and self-sufficiency. The system strives for flexibility and effectiveness through the creation of a professional, user-friendly atmosphere and application of technology and shared resources. Members represent public and non-profit agencies within the human services as well as the employment and training arena.



Hosea Johnson
Chairman

RESOURCES ANALYSIS / PERFORMANCE MANAGEMENT COMMITTEE

The Committee reviews all publicly funded programs with the ultimate goal of collecting and analyzing sufficient data to direct such funding to systems, grants and programs that will most effectively serve the customers of the workforce readiness system. This combined Committee looks also at the performance measurements negotiated between the Governor and the Secretary of Labor and makes recommendations to the board for local performance measures.

The Committee will continue to apply for federal, state and county budget policies, practices and guidelines. It is also the committee's responsibility to monitor training sites, with particular attention to job placement success rates.



Stevan Wolf
Chairman



Gary Schwarz
Co-Chairman

YOUTH COUNCIL COMMITTEE

This committee oversees and allocates all US Department of Labor and NJ labor funded youth programs. The mission of the Youth Council Committee is to provide a system that will encourage the youth in Gloucester County to be an integral part of the community through various flexible, educational and career activities. Realizing that students withdraw from high school for various reasons, the Youth One Stop was created in order to provide “at risk” youth an alternative way to acquire their GED and be guided toward employment and/or additional training. The facility was created with the onset of WIA.



Dr. Charles Ivory
Chairman



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The County of Gloucester complies with all state and federal rules and regulations and does not discriminate on the basis of race, religion, color, national or ethnic origin, sexual orientation, age, marital status or disability in admission to, access to, or operations of its programs, services, or activities. In addition, Gloucester County encourages the participation of people with disabilities in its programs and activities and offers special services to all County residents 60 years of age and older. Inquiries regarding compliance may be directed to the Division of Disability Services at (856) 384-6842 | New Jersey Relay Service 711 or the EEO office at (856) 384-6903.